

Claims

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1. A method comprising the steps of:
initiating a telecommunication network trigger
based upon a service code dialed from an originating
party, the service code including an alphabetical
abbreviation for a name of a telecommunication service;
and
provisioning the telecommunication service for the
originating party in dependence upon the
telecommunication network trigger.
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2. The method of claim 1 wherein the
telecommunication network trigger includes an advanced
intelligent network (AIN) trigger.
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3. The method of claim 1 wherein the service
code includes a first digit and a second digit, the
first digit corresponding to a first letter of a first
word in the name of the telecommunication service, the
second digit corresponding to a first letter of a
second word in the name of the telecommunication
service.
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4. The method of claim 3 wherein the service
code includes a "*" which prefixes the first digit and
the second digit.
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5. The method of claim 3 wherein the
telecommunication service includes a voice mail

service, wherein the first digit corresponds to "v" and the second digit corresponds to "m".

5 6. The method of claim 3 wherein the telecommunication service includes a caller identification service, wherein the first digit corresponds to "c" and the second digit corresponds to "i".

10 7. The method of claim 3 wherein the telecommunication service includes a call waiting service, wherein the first digit corresponds to "c" and the second digit corresponds to "w".

15 8. The method of claim 1 further comprising the step of determining an availability of the telecommunication service for the originating party prior to provisioning the telecommunication service.

20 9. The method of claim 1 further comprising the step of establishing an accounting record for providing the telecommunication service to the originating party.

25 10. The method of claim 1 further comprising the step of determining the originating party based upon a calling party identification code.

30 11. The method of claim 1 further comprising the step of communicating a written correspondence to the originating party in dependence upon the

~~telecommunication network trigger~~

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12. A system comprising:
a processor responsive to a telecommunication
5 network trigger initiated in dependence upon a service
code dialed from an originating party, the service code
including an alphabetical abbreviation for a name of a
telecommunication service, the processor to initiate a
provisioning of the telecommunication service for the
10 originating party in dependence upon the
telecommunication network trigger.

13. The system of claim 12 wherein the
telecommunication network trigger includes an advanced
15 intelligent network (AIN) trigger.

14. The system of claim 12 wherein the service
code includes a first digit and a second digit, the
first digit corresponding to a first letter of a first
20 word in the name of the telecommunication service, the
second digit corresponding to a first letter of a
second word in the name of the telecommunication
service.

25 15. The system of claim 14 wherein the service
code includes a "*" which prefixes the first digit and
the second digit.

16. The system of claim 14 wherein the
30 telecommunication service includes a voice mail

service, wherein the first digit corresponds to "v" and the second digit corresponds to "m".

17. The system of claim 14 wherein the
5 telecommunication service includes a caller identification service, wherein the first digit corresponds to "c" and the second digit corresponds to "i".

10 18. The system of claim 14 wherein the telecommunication service includes a call waiting service, wherein the first digit corresponds to "c" and the second digit corresponds to "w".

15 19. The system of claim 12 wherein the processor determines an availability of the telecommunication service for the originating party prior to initiating the provisioning of the telecommunication service.

20 20. The system of claim 12 wherein the processor establishes an accounting record for providing the telecommunication service to the originating party.

25 21. The system of claim 12 wherein the processor determines the originating party based upon a calling party identification code.

30 22. The system of claim 12 wherein the processor directs a step of communicating a written confirmation to the originating party in dependence upon the

~~telecommunication network trigger~~

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23. An article of manufacture comprising:
a computer-readable storage medium; and
computer-readable data stored by the computer-
readable storage medium, the computer-readable data to
direct a processor to initiate provisioning of a
telecommunication service for an originating party in
dependence upon a telecommunication network trigger,
the telecommunication network trigger initiated in
dependence upon a service code dialed from the
originating party, the service code including an
alphabetical abbreviation for a name of the
telecommunication service.

24. A method comprising the steps of:
initiating a telecommunication network trigger
based upon a code dialed from an originating party, the
code including at least one of "*M" and "#M"; and
5 providing a menu of a plurality of
telecommunication options in response to the
telecommunication network trigger.

25. The method of claim 24 wherein the
10 telecommunication network trigger includes an advanced
intelligent network (AIN) trigger.

26. The method of claim 24 wherein the plurality
of telecommunication options includes a first option to
15 initiate a conference call, a second option to initiate
an automatic call back, a third option to initiate call
forwarding, a fourth option to deactivate call waiting,
a fifth option to block caller identification, a sixth
option to report information, a seventh option to speak
20 to a service representative, an eighth option for
directory assistance, and a ninth option to receive a
product.

27. The method of claim 24 further comprising the
25 steps of:
receiving a selection from the originating party;
and
performing an action based upon the selection.

30 28. The method of claim 27 wherein the action

includes routing the call based upon the selection.

29. The method of claim 27 wherein the action includes translating the selection to a service code.

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30. A system comprising:

a network element to provide a menu of a plurality of telecommunication options in response to a telecommunication network trigger, the
10 telecommunication network trigger based upon a code dialed from an originating party, the code including at least one of "*M" and "#M".

31. The system of claim 30 wherein the network
15 element comprises an intelligent peripheral.

32. The system of claim 30 wherein the telecommunication network trigger includes an advanced intelligent network (AIN) trigger.
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33. The system of claim 30 wherein the plurality of telecommunication options includes a first option to initiate a conference call, a second option to initiate an automatic call back, a third option to initiate call forwarding, a fourth option to deactivate call waiting,
25 a fifth option to block caller identification, a sixth option to report information, a seventh option to speak to a service representative, an eighth option for directory assistance, and a ninth option to receive a
30 product.

34. The system of claim 30 wherein the network element is operative to receive a selection from the originating party, and to perform an action based upon the selection.

35. The system of claim 34 wherein the action includes routing the call based upon the selection.

36. The system of claim 34 wherein the action includes translating the selection to a service code.

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37. An article of manufacture comprising:
a computer-readable storage medium; and
computer-readable data stored by the computer-readable storage medium, the computer-readable data to direct a network element to provide a menu of a plurality of telecommunication options in response to a telecommunication network trigger, the telecommunication network trigger based upon a code dialed from an originating party, the code including at least one of "*"M" and "#M".

38. A method comprising the steps of:

initiating a first telecommunication network trigger based upon a code dialed from a first originating party, the code including at least one of
5 "*"M" and "#M";

providing a menu of a plurality of telecommunication options in response to the first telecommunication network trigger, the plurality of telecommunication options including a first option to
10 initiate a conference call, a second option to initiate an automatic call back, a third option to initiate call forwarding, a fourth option to deactivate call waiting, a fifth option to block caller identification, a sixth option to report information, a seventh option to speak
15 to a service representative, an eighth option for directory assistance, and a ninth option to receive a product;

receiving a selection from the first originating party;

20 emulating a flash hook signal if the selection includes the first option;

translating the selection to a selection-dependent service code if the selection is selected from the second option, the third option, the fourth option, and
25 the fifth option;

routing the call based upon the selection if the selection is selected from the sixth option, the seventh option, and the eighth option;

provisioning the product if the selection
30 includes the ninth option;

initiating a second telecommunication network trigger based upon a service code dialed from a second originating party, the service code including a first digit and a second digit, the first digit corresponding
5 to a first letter of a first word in a name of the telecommunication service, the second digit corresponding to a first letter of a second word in the name of the telecommunication service;

determining the second originating party based
10 upon a calling party identification code;

determining an availability of the telecommunication service for the second originating party;

establishing an accounting record for providing
15 the telecommunication service to the second originating party; and

provisioning the telecommunication service for the second originating party in dependence upon the second telecommunication network trigger.